



[OMB Control No. 2900-0712]

Agency Information Collection Activity: Survey of Healthcare Experiences of Patients (SHEP)

AGENCY: Veterans Health Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: Veterans Health Administration (VHA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the Federal Register concerning each proposed collection of information, including each proposed extension of a currently approved collection, and allow 60 days for public comment in response to the notice.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before **[INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**.

ADDRESSES: Submit written comments on the collection of information through Federal Docket Management System (FDMS) at www.Regulations.gov or to Janel Keyes, Office of Regulations, Appeals, and Policy (10BRAP), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420 or e-mail to Janel.Keyes@va.gov. Please refer to "OMB Control No. 2900-0712" in any correspondence. During the comment period, comments may be viewed online through FDMS.

FOR FURTHER INFORMATION CONTACT: Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 1717 H Street NW, Washington, DC 20006, (202) 266-4688 or email maribel.aponte@va.gov. Please refer to "OMB Control No. 2900-0712" in any correspondence.

SUPPLEMENTARY INFORMATION:

Under the PRA of 1995, Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VHA invites comments on: (1) whether the proposed collection of information is necessary for the proper performance of VHA's functions, including whether the information will have practical utility; (2) the accuracy of VHA's estimate of the burden of the proposed collection of information; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Authority: Public Law 104-13; 44 U.S.C. 3501–3521.

Title: Survey of Healthcare Experiences of Patients (SHEP)

OMB Control Number: 2900-0712.

Type of Review: Reinstatement of a previously approved collection.

Abstract: Survey of Health Experience of Patients (SHEP) has been developed to measure patient satisfaction in the Veterans Health Administration and has been in use in its present form since 2008. The mission of VHA is to provide high quality medical care to eligible veterans. Executive Order 12862, dated September 11, 1993, called for the establishment and implementation of customer service standards, and for agencies to “survey customers to determine the kind and quality of services they want and their level of satisfaction with current services.” Further emphasized by the Executive Order 13571 on "Streamlining Service Delivery and Improving Customer Service," issued on April 27, 2011, VA must work continuously to ensure that their programs are effective

and meet their customers' needs. To this end, VA is always seeking new and innovative ways to ensure the highest levels of customer satisfaction. The following is a list of the current SHEP surveys.

- 10-1465-1: SHEP Inpatient Long Form
- 10-1465-2: SHEP Inpatient Short Form
- 10-1465-3: Ambulatory Care Long Form
- 10-1465-4: Ambulatory Care Short Form
- 10-1465-5: Patient Centered Medical Home Short Form
- 10-1465-6: Patient Centered Medical Home Long Form
- 10-1465-7: Home Health Care Survey Long Form
- 10-1465-8: In-Center Hemodialysis Care Long Form
- 10-1465-9: Specialty Care Survey
- 10-1465-10: VA Community Care Survey

Affected Public: Individuals and households.

Estimated Annual Burden: Total Hours = 176,640.

10-1465-1 – 160 hours.

10-1465-2 – 18,000 hours.

10-1465-3 – 160 hours.

10-1465-4 – 120 hours.

10-1465-5 – 48,000 hours.

10-1465-6 – 8,000 hours.

10-1465-7 – 80 hours.

10-1465-8 – 120 hours.

10-1465-9 – 30,000 hours.

10-1465-10 – 72,000 hours.

Estimated Average Burden Per Respondent:

10-1465-1 – 20 minutes.

10-1465-2 – 15 minutes.

10-1465-3 – 20 minutes.

10-1465-4 – 15 minutes.

10-1465-5 – 10 minutes.

10-1465-6 – 20 minutes.

10-1465-7 – 10 minutes.

10-1465-8 – 15 minutes.

10-1465-9 – 15 minutes.

10-1465-10 – 15 minutes.

Frequency of Response: Once annually.

Estimated Number of Respondents: Total Number of Respondents = 794,400.

10-1465-1 – 480.

10-1465-2 – 72,000.

10-1465-3 – 480.

10-1465-4 – 480.

10-1465-5 – 288,000.

10-1465-6 – 24,000.

10-1465-7 – 480.

10-1465-8 – 480.

10-1465-9 – 120,000.

10-1465-10 – 288,000.

By direction of the Secretary:

Maribel Aponte,

VA PRA Clearance Officer,

Office of Enterprise and Integration, Data Governance Analytics,

Department of Veterans Affairs.

BILLING CODE 8320-01-P

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